

Kentucky Occupational Skill Standards List

3001 Hospitality Services

AA		LANGUAGE ARTS
AA	001	Applies the reading process and strategies to directions or tasks that are relatively short, with limited categories of information, directions, concepts and vocabulary.
AA	002	Demonstrates competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks.
AA	003	Demonstrates competence in writing and editing documents using correct grammar and punctuation.
AA	004	Demonstrates competence in speaking to provide, distribute, or find information.
AA	005	Demonstrates competence in making oral formal and informal presentations, including selecting and using media.
AA	006	Adapts listening strategies to utilize verbal and nonverbal content of communication.
AB		MATHEMATICS
AB	001	Adds, subtracts, divides, multiplies whole and mixed numbers, fractions, and decimals.
AB	002	Uses a calculator to add, subtract, divide, multiply whole and mixed numbers, decimals, and calculate square root, calculate percentages, ratios and formulas.
AB	003	Uses a calculator to add, subtract, divide, multiply whole and mixed numbers, decimals and calculates square roots.
AB	004	Mentally adds, subtracts, divides, and multiplies whole numbers.
AB	005	Understands and applies basic and advanced methods of measurement.
AB	006	Precisely calculates areas, circumferences, perimeter, volume, and surface areas or geometric figures.
AB	007	Constructs lines, both parallel and perpendicular.
AB	008	Constructs charts, tables and graphs.
AB	009	Distinguishes characteristics of angles, circles, and arcs.
AB	010	Distinguishes portions and congruence.
AB	011	Estimates and rounds to determine estimated outcomes.
AB	012	Identifies parallel/perpendicular, vertical/horizontal lines, and line rays/segments.
AB	013	Identifies the application of statistical processes.
AB	014	Interprets charts, tables, and graphs.
AB	015	Measures angles.
AB	016	Measures distance, using standard measurement tools.
AB	017	Solves problems and generates conclusions using deductive reasoning.
AB	018	Understands geometric figures using visual perception and line and angle relationships.
AB	019	Uses calculator to add, subtract, multiply, divide and to calculate formulas.
AB	020	Constructs angles, geometric figures, and lines.
AC		SCIENCE
AC	001	Knows the environmental impact of materials (solid, liquid, gaseous).
AC	002	Analyzes and evaluates environmental issues.
AC	003	Uses computers for information processing.
AC	004	Describes and explains chemical reactions related to contamination.
AC	005	Uses common laboratory equipment and procedures.
AC	006	Understands the effect of chemicals on humans and plants.
AC	007	Describes and explains chemical reactions including inhibitors.
AC	008	Describes and explains series and parallel, circuits, generators, and transformers.
AC	009	Describes and explains heat conduction/convection, insulation and cooling requirements, radiant heating, and temperature.
AC	010	Describes and explains human development and aging process, digestive system, diseases, blood plasma, blood pressure and the circulatory system, metabolism, skin and muscles.
AC	011	Identifies organisms such as bacteria and fungi.
AC	012	Identifies acids and bases.
AC	013	Describes fluid and hydraulic systems.
EA		EXHIBIT WORKPLACE SKILLS

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EA	001	Demonstrate consistently punctual arrival.
EA	002	Document regular attendance.
EA	003	Demonstrate enthusiasm and confidence about work and learning new tasks.
EA	004	Demonstrate appropriate dress and hygiene for successful employment.
EA	005	Demonstrate the ability to act in a polite and respectful way towards co-workers.
EA	006	Demonstrate the ability to complete tasks on time and accurately.
EA	007	Demonstrate the ability to make career decisions.
EA	008	Prepare a resume and letter of application or interest.
EA	009	Fill out an application for employment.
EA	010	Participate in an employment interview.
EA	011	Follow directions and procedures.
EA	012	Accept constructive criticism.
EA	013	Work with minimal supervision.
EB		UNDERSTAND WORKFORCE ISSUES
EB	001	Recognize the difference between a team environment workplace and a conventional workplace.
EB	002	Identify the characteristics of a diverse workforce.
EB	003	Identify good ethical characteristics and behaviors.
EB	004	Differentiate between good and poor business ethics.
EB	005	Match employee responsibilities to employer expectations.
EB	006	Define discrimination, harassment and equity.
EB	007	Demonstrate non-discriminatory behavior.
EB	008	Maintain confidentiality and sensitivity of company information.
EC		PERFORM BUSINESS PLANNING AND OPERATIONS PROCEDURES
EC	001	Plan and manage work schedules.
EC	002	Maintain receipts and disbursements records.
EC	003	Maintain inventory records.
EC	004	Maintain computer records.
EC	005	Identify possible actions that may lead to customer dissatisfaction.
EC	006	Identify the ways that the level of customer satisfaction may affect company success.
EC	007	Explain the importance of a business reputation.
EC	008	Identify possible actions that may be used to correct customer dissatisfaction.
EC	009	Explain the effect of quality on profit.
EC	010	Identify the effects of continuous quality improvement.
ED		DEMONSTRATE EFFECTIVE COMMUNICATION AND TEAMWORK SKILLS
ED	001	Organize materials with a logical flow.
ED	002	Interpret and clarify directions prepared by others.
ED	003	Communicate with customers.
ED	004	Understand team concepts.
ED	005	Write steps of an occupational process using sentences and statements as appropriate.
ED	006	Select appropriate communication methods.
ED	007	Identify various group processes.
ED	008	Identify components of group dynamics.
ED	009	Apply facilitation skills in a group setting.
EE		DEMONSTRATE PROBLEM SOLVING TECHNIQUES
EE	001	Explain the value of applying a problem-solving system.
EE	002	Apply a system of problem solving.
EE	003	Identify opportunities for applying problem solving techniques.
OA		ANALYZE CAREER PATHS WITHIN THE FACILITIES MANAGEMENT AND MAINTENANCE AREAS
OA	001	Determine the roles and functions of individuals engaged in facilities management and maintenance careers.
OA	002	Explores opportunities for employment and entrepreneurial endeavors.

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OA	003	Examine education and training requirements and opportunities for career paths in facilities management and maintenance.
OA	004	Examine the impact of facilities management and maintenance occupations on local, state, national, and global economies.
OB		DEMONSTRATE PLANNING, ORGANIZING AND MAINTAINING AN EFFICIENT HOUSEKEEPING OPERATION
OB	001	Design housekeeping standards and procedures.
OB	002	Operate cleaning equipment and tools.
OB	003	Manage use of supplies.
OB	004	Maintain building interior surfaces, wall coverings, fabrics, furnishings, and floor surfaces.
OB	005	Perform cleaning based on established standards.
OB	006	Design energy-efficient methods.
OB	007	Demonstrate quality services which exceed the expectations of customers.
OC		DEMONSTRATE SANITATION PROCEDURES FOR A CLEAN AND SAFE ENVIRONMENT
OC	001	Examine the various types of cleaning methods and their environmental effects.
OC	002	Examine federal and state regulations regarding the handling, use, and storage of chemicals.
OC	003	Apply Occupational Safety and Health Administration (OSHA) regulations to situations in which blood-borne pathogens exist and need to be labeled.
OC	004	Execute a pest control system appropriate for the facility.
OC	005	Apply Centers for Disease Control (CDC) standards.
OC	006	Apply the Americans with Disability Act (ADA) regulations.
OD		APPLY HAZARDOUS MATERIALS AND WASTE MANAGEMENT PROCEDURES
OD	001	Carry out federal, state, and other regulations regarding waste management.
OD	002	Demonstrate a waste minimization plan.
OD	003	Practice a recycling program for conservation of resources.
OD	004	Record hazardous situations accurately and communicate to appropriate authorities.
OD	005	Determine procedures for safely handling and storing hazardous materials and waste products.
OD	006	Demonstrate safe disposals of pesticides.
OE		DEMONSTRATE A WORK ENVIRONMENT THAT PROVIDES SAFETY AND SECURITY
OE	001	Design procedures for external and internal emergencies.
OE	002	Prepare security procedures.
OE	003	Demonstrate safe procedures in the use, care, and storage of equipment.
OE	004	Apply safety and security procedures as required by Occupational Safety and Health Administration (OSHA) and other agencies.
OE	005	Apply procedures for infection control.
OE	006	Examine concepts of epidemiology.
OF		DEMONSTRATE APPROPRIATE LAUNDERING PROCESSES
OF	001	Examine the functions of machines and equipment used in laundry operations.
OF	002	Demonstrate laundry procedures.
OF	003	Apply procedures for the selection of textiles, chemicals, and equipment associated with laundry.
OF	004	Apply regulations regarding laundry/linen systems.
OG		DEMONSTRATE FACILITIES MANAGEMENT FUNCTIONS
OG	001	Demonstrate quality customer service which exceeds expectations.
OG	002	Examine the elements involved in staff planning, recruiting, interviewing, and selecting of employees.
OG	003	Design staff schedule.
OG	004	Conduct orientation, regular training and education, and on-the-job training/retraining.
OG	005	Apply work measurement techniques.
OG	006	Apply principles of purchasing and receiving in facility management operations.
OG	007	Implement inventory procedures.
OG	008	Apply accounting principles in planning and forecasting profit and loss.
OG	009	Implement marketing plan.

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OH		ANALYZE CAREER PATH WITHIN THE HOSPITALITY, TOURISM, AND RECREATION INDUSTRIES
OH	001	Determine the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.
OH	003	Examine education and training requirements and opportunities for career paths in hospitality tourism, and recreation.
OH	004	Examine the impact of hospitality, tourism, and recreation occupations on local, state, national, and global economies.
OI		DEMONSTRATE PROCEDURES APPLIED TO SAFETY, SECURITY, AND ENVIRONMENTAL ISSUES
OI	001	Examine the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.
OI	002	Demonstrate ability to ensure customer safety.
OI	003	Manage evacuation plans and emergency procedures.
OI	004	Examine utilization of resources and ways to conserve them.
OI	005	Design a system for documenting and investigating reports related to safety, security, and environmental issues.
OJ		APPLY CONCEPTS OF SERVICE TO MEET CUSTOMER EXPECTATIONS
OJ	001	Practice service methods which exceed the expectations of customers.
OJ	002	Determine the relationship between employees' attitudes and actions and customer satisfactions.
OJ	003	Employ strategies for resolving complaints.
OJ	004	Measure the impact customer relations have on success of the hospitality.
OJ	005	Measure the impact customer relations have on the needs of special populations.
OK		DEMONSTRATE PRACTICES AND SKILLS INVOLVED IN LODGING OCCUPATIONS
OK	001	Demonstrate front desk skills.
OK	002	Perform cash handling, accounting, and financial transactions.
OK	003	Manage convention, meeting, and banquet support functions.
OK	004	Apply basic skills in food and catering services.
OK	005	Manage use, care, maintenance, and storage of equipment, tools, and supplies.
OK	006	Apply facility services skills.
OK	007	Apply time and work management to facility services tasks.
OK	008	Perform appropriate work roles within the sales and marketing division.
OL		DEMONSTRATE PRACTICES AND SKILLS FOR TRAVEL RELATED SERVICES
OL	001	Examine geography, climate, sites, and time zones of various regions and countries.
OL	002	Examine customs of various regions and countries.
OL	003	Inspect food, beverage, and etiquette for various regions and countries.
OL	004	Assemble information needed for domestic and international travel.
OL	005	Produce travel documents and itineraries.
OL	006	Check travel arrangements using computerized systems.
OM		DEMONSTRATE MANAGEMENT OF RECREATION, LEISURE, AND OTHER PROGRAMS AND EVENTS
OM	001	Coordinate client inquiries and requests.
OM	002	Design themes, time lines, budgets, agendas, and itineraries.
OM	003	Organize locations, facilities, suppliers, and vendors for specific services.
OM	004	Prepare for distribution of event materials.
OM	005	Demonstrate skills related to promoting and publicizing events.
OM	006	Manage programs and events for specific age groups or populations.